



# CITY OF HOUSTON

Public Works and Engineering  
Department

Utility Customer Service  
P.O. Box 4863  
Houston, Texas 77210-4863  
[www.houstontx.gov](http://www.houstontx.gov)

## Unusually Large Bill Application

City of Houston, Code of Ordinance, Section 47-75 allows a single-family residential customer one credit adjustment during a twelve month period for an unusually large bill. The credit allowed is for unexplained usage over two hundred percent of the average usage for the Water/Wastewater account below. **Please note: Customers must make application within 6 months of receipt of high bill.**

If you would like Utility Customer Service to review your account for a possible adjustment due to an unusually large bill, please complete the information below and return form to Utility Customer Service, Accounting Section, P.O. Box 4863, Houston, Texas 77210-4863. Please call our Customer Service Center at 713-371-1400, if you have any questions. **You will be notified by mail within 90 days whether your request is approved or denied.**

Name (*Print account name*): \_\_\_\_\_

Account Number: \_\_\_\_\_ Day Time Phone Number: \_\_\_\_\_

Service Address: \_\_\_\_\_

Date of large Water/Wastewater bill. \_\_\_\_\_

Number of water appliances or fixtures installed within the last 12 months. \_\_\_\_\_

List types of appliances or fixtures  
installed within the last 12 months. \_\_\_\_\_

Were any plumbing repairs made during the period covered by this bill? \_\_\_\_\_

If yes, explain. \_\_\_\_\_

***I am familiar with all of the facts stated in this document and they are true and correct. Making false statements on this government record is subject to criminal prosecution under Chapter 37 of the Texas Penal Code. I certify that this application contains no false statements.***

Signature: \_\_\_\_\_ Date: \_\_\_\_\_